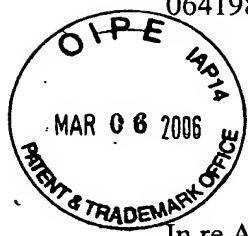


03-07-06

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ATTORNEY DOCKET  
064198.0185

PATENT APPLICATION  
10/766,985



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Benjamin A. Knott et al.

Serial No.:

10/766,985

Date Filed:

January 29, 2004

Examiner:

Hong, Harry S.

Group Art Unit:

2642

Confirmation No.:

4389

Title:

**METHOD, SOFTWARE AND SYSTEM  
FOR DEVELOPING INTERACTIVE CALL  
CENTER AGENT PERSONAS**

COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail EV629074346US addressed to: COMMISSIONER FOR PATENTS, P.O. Box 1450, Alexandria, VA, 22313-1450, on the date shown below.

  
Alfonso Juarez

March 6, 2006

Date

Dear Sir or Madam:

**INFORMATION DISCLOSURE STATEMENT**

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

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064198.0185

PATENT APPLICATION  
10/766,985

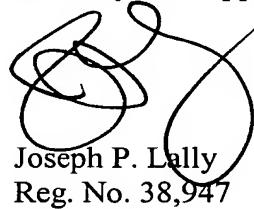
2

Applicants believe no further fees are due with this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any additional fees or credit any overpayments to Deposit Account No. 50-2148 of Baker Botts L.L.P.

If there are any matters concerning this application that may be cleared up in a telephone conversation, please contact the Applicant's attorney at 512.322.2680

Respectfully submitted,

BAKER BOTT S L.L.P.  
Attorneys for Applicant



Joseph P. Lally  
Reg. No. 38,947

Date: 3/6/06

SEND CORRESPONDENCE TO:

Customer Number **31625**  
512.322.2680  
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<b>PTO-1449</b> <b>Information Disclosure Citation</b> <b>in an Application</b>	Application No.	Applicant(s)		
	10/766,985	Benjamin A. Knott et al.		
	Docket Number	Group Art Unit	Filing Date	
	064198.0185	2642	January 29, 2004	

MAR 06 2006

## U.S. PATENT DOCUMENTS

	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
O.	20030043976	3/6/03	Arunachalam	379	88.16	8/30/01
B.	6539078	3/25/03	Hunt et al.	379	88.04	2/14/00
C.	20030212558	11/13/03	Matula	704	260	5/7/02
D.	20040032941	2/19/04	Graham et al.	379	219	3/14/02
E.						
F.						
G.						
H.						
I.						
J.						
K.						
L.						
M.						
N.						

## FOREIGN PATENT DOCUMENTS

	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
						YES
O.						
P.						
Q.						
R.						

## NON-PATENT DOCUMENTS

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
S.	International Search Report and Written Opinion; PCT/US05/29545; Pgs. 7	Mailing Date 2/8/06
T.		
U.		
V.		

EXAMINER	DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.